



## **Information Network of Kansas Board of Directors**

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Kansas Information Consortium  
General Manager's Report

Month ending January 31, 2009

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**For the month ending January 2009**

## Executive Summary

Kansas.gov is staying very busy and productive as the first month of 2009 has come to a close. Some of the high points for this month include:

~Met with INK Board subcommittee to discuss the need for the Kansas infrastructure to move to the NIC Central Data Center. A formal presentation will be made to the INK Board of Directors at the February meeting.

~To kick off tax season, Kansas.gov worked closely with the Department of Revenue to launch WebFile with annual changes. All Kansas residents and non-residents may use WebFile, even if they itemize deductions. Deadline is April 15.

~Kansas.gov created a 2009 Annual Report Postcard (utilizing the new postcard template) for the Secretary of State's office. The Annual Report service is the main focus of the piece, but other services are cross promoted to generate awareness and drive adoption. Planned circulation is 140,000 and SOS plans to stagger mailing from early February 09 thru September 09.

~Efforts continued against the Kansas Business Center initiative in the month of January:

- Began discussions for Phase II.
- Continued writing functional specifications and technical documentation for current applications in the Center.
- Issued press releases and worked on a brochure for KSBDC.
- Scheduled next Steering Committee meeting for February 18, to be held in the Kansas, Inc. conference room at 632 SW Van Buren, from 10:00 – 11:30 a.m.
- Utilized Google Analytics to track site performance.
  - 203% increase in page views in comparison to soft launch.

~Launched the following press releases:

- Announce the Kansas Small Business Development Center Web site, published January 5.
- Announce the Kansas Business Center, published January 5.
- Announce the Kansas Business Center, joint release with Network Kansas, published January 6.

~Developed a banner which was displayed across the top of the Kansas.gov Web site pages to recognize the 148<sup>th</sup> birthday of the state of Kansas. The banner was live for one day, January 29.

Please contact me if you have any questions at 785.296.5275 or via email at [lisa.counts@www.kansas.org](mailto:lisa.counts@www.kansas.org).

Respectfully Submitted,

*Lisa R. Counts*

Lisa R. Counts, General Manager

## New Service Requests & Contracts for Approval

### Service Requests

No Service Requests were submitted during the month of January.

### Contracts for Approval

No Contracts were submitted during the month of January.

## New Applications Deployed

No new applications were deployed during the month of January.

## Applications in Development

Agency	Service	Targeted Deployment (Quarter)
BOC	License apps and renewals	Q1 2009
GOV	Grant Portal Phase 3	Q1 2009
KDHE	HOC Change of Address License Replacement	Q1 2009
KDHE	HOC Exam Application	Q1 2009
KDOR	Homestead Refund Claim	Q1 2009
KIC	ICD Elimination	Q1 2009
KIC	Self Registration	Q1 2009
KIC	Subscriber Home Page	Q1 2009
KSBN	License Renewal 2008	Q1 2009
KSSBEO	Optometry License Portal	Q1 2009
Leg	Admin: Create Document Admin Site	Q1 2009
KSBEMS	Attendant License Verification	Q2 2009
OJA	DCRS Instant Access	Q2 2009
COTA	Claim Filing	Q4 2009

## Project Change Requests

Agency	Service	Deployment (Month)
SOS	KBC: (AOI, NR, NA) KBC upgrade	Jan-09
BSRB	License Renewal: Change Fee Structure	Jan-09
KDHE	HOC CRC Admin Orders Detail Report	Jan-09
KIC	KPX 2008 Enhancements	Q1 2009
KSBEMS	Ambulance LR April 2008 Modifications	Q1 2009
KSBA	License Verification Free March 2008 Mod	Q1 2009

SOS	RO/RA: Create image when user doesn't view	Q1 2009
WYCO	Legacy DCRS Down Message Change	Q1 2009
KSBHA	License Renewal Feb 09 Cycle Mods	Q1 2009
SOS	AOI: Increase Fee	Q1 2009
SOS	CGS/LGS: Increase Fee	Q1 2009
SOS	Name Reservation: Increase Fee	Q1 2009
SOS	UCC: Filing: Increase Fees 1's	Q1 2009
SOS	UCC: Filing: Increase Fees 2's	Q1 2009
KBI	PI License Verification 2008 Modifications	Q2 2009
KBI	PI License Verification 2008 Modifications	Q2 2009
KBI	Registered Offender Update FAQ Text	Q2 2009
KDHE	Dry Cleaning Renewal: Update year and certificate	Q2 2009
KDHE	HOC CRC Add Subscriber Option	Q2 2009
KDHE	HOC CRC Domain Change	Q2 2009
KDHE	HOC: CRC Modify DOB Validation	Q2 2009
KDHE	HOC License Renewal Import Notification	Q2 2009
KDOL	UIPB Add CCD Format	Q2 2009
KDOL	UIPB Modify Failed Payment Processing	Q2 2009
KIC	CMS March 2008 Enhancements	Q2 2009
KREC	Verification: CEU: Error Message change	Q2 2009
KSBHA	HTML Report Add Exempt Radiologic Tech Question	Q2 2009
KSBHA	LR HTML Report Add Insurance Audit	Q2 2009
KSBHA	LR HTML Report Nov 08 Mods	Q2 2009
KSBN	KANNCheck Add Voucher Payment Option	Q2 2009
KSBN	Nurse LicRen Audit Requirements Change	Q2 2009
LEG	Bills: Keyword Search	Q2 2009
OJA	DCRS Instant Access	Q2 2009
SOS	BESS: 2009 Enhancements	Q2 2009
SOS	RO/RA: Create image when user doesn't view	Q2 2009
BOA	CPA: Allow decimals in CPE field	Q3 2009
BOA	CPA: Change Text on Disclosure statement	Q3 2009
BOA	CPA: Firm:Change Text on Disclosure statement	Q3 2009
DOA	Kanview: Add Salaries	Q3 2009
KDOR	PVD: File Layout Redesign	Q3 2009
SOS	BESS: 2009 Enhancements	Q3 2009
SOS	AR: 2009 Enhancement	Q4 2009
SOS	CGS/LGS: Redesign/Combine	Q4 2009
SOS	Name Change: 2009 Enhancement	Q4 2009

## Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from January 1 – 26:

<u>Month</u>	<u>Live Chat</u>	<u>Email</u>	<u>Cases Reported</u>
Jan-08	34	326	40
Feb-08	67	325	58
Mar-08	59	340	37
Apr-08	48	387	39
May-08	49	135	76
Jun-08	57	423	136
Jul-08	64	219	166
Aug-08	60	248	179
Sept-08	62	131	88
Oct-08	98	208	225
Nov-08	117	281	332
Dec-08	63	493	180
Jan-09	55	157	385

## Site Promotions

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on January 5 and 20 on the documented rotation schedule.

### Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from January 1 – 25:

<u>Page</u>	<u>Page Views</u>	<u>Time on Page</u>
Government	57,419	59.67
Services	31,680	65.91
Subscribers	23,649	52.25
Business	16,676	59.45
Tiles	16,289	129.85
Tourism	11,497	66.27
Community	6,574	60.11
Help Center	5,594	65.43
Education	5,333	61.48
Photo Gallery	3,403	119.79

## Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from January 1 – 25:



<u>Zone</u>	<u>Feature</u>	<u>Page Views</u>
Primary	Government Assistance	210
	Visit Kansas	198
	Web File	132
	District Court Records	131
	Historic Sites	108
Secondary	Agency Association Listing	987
	Business Entity Search	591
	Cities & Towns	570
	Employee Service Center	555
	State Government Jobs	414

## Marketing

~Designed a postcard template to be utilized for future direct mail activities in 2009.

~Kansas.gov created a 2009 Annual Report Postcard (utilizing the new postcard template) for the Secretary of State's office. The Annual Report service is the main focus of the piece, but other services are cross promoted to generate awareness and drive adoption. Planned circulation is 140,000 and SOS plans to stagger mailing from early February 09 thru September 09.



FRONT

### Have you filed your Annual Report today?

#### Don't Delay

File your Annual Report online. It's quick, easy and less expensive than most paper filings. All you need is your Business Entity name and/or I.D. number, the Business Entity to have an active or delinquent status, and a major credit card or checking account for electronic check submission. After completion, print a copy of your report from your own printer.

#### File Securely

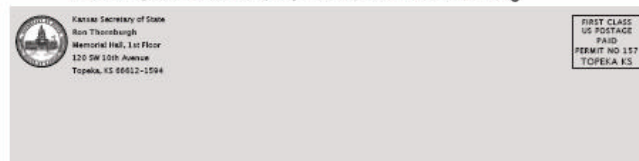
- Go to [www.kssos.org](http://www.kssos.org)
- Select "Business Filing Center" in the left navigation bar
- Select "File an Annual Report" in the center of the page

#### And There is More

Stay up-to-date on your business' filings, by visiting the Kansas Secretary of State's Business Filing Center:

- Business Entity Search: Check the status and annual report due date for your business.
- Business Name Change: Change the name of your business.
- Registered Office/Resident Agent Amendment: Amend your Registered Office or Resident Agent.
- Dissolution, Cancellation, Withdrawal Amendment: Close your business.

Avoid late filings, errors and forfeiture by filing online today, visit: [www.kssos.org](http://www.kssos.org)



BACK

~Assembled Kansas.gov packets to provide to legislators. Packets consisted of a Kansas.gov folder, welcome letter, Help Center information, a listing of online legislative services, a Kansas.gov brochure, pen, sticky notepad, 2009 Kansas.gov calendar, and a Lobbyist-in-a-Box brochure (for new legislative members only).

~Continued discussions with Duncan Friend of Dept of Administration to finalize proposed approach for Kansas IT/eGovernment Awards in 2009. Duncan reviewed approach with Denise, and the approach is to be presented at the February 17 ITAB meeting.

~Submitted an application to “The Webby Awards” in the Government category featuring the Kansas Business Center. The awards selection will be May 5.

~Created the following new tiles for the MyKansas page of Kansas.gov:



~Developed a banner which was displayed across the top of the Kansas.gov Web site pages to recognize the 148<sup>th</sup> birthday of the state of Kansas. The banner was live for one day, January 29.



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